

Policy 4.3.1 Support Services — Goals, Policies and Action Statements

Goal 4.3A Sustain a quality work force in order to assure that Public Safety Services are provided in a quality and efficient manner.

Policy 4.3A.1 Train and develop employees to meet state and local standards.

Action Statements

4.3A.1a. Provide skills training to employees to enhance performance.

4.3A.1b. Provide recruit and basic training to ensure the highest quality of entry level personnel.

4.3A.1c. Provide in-service training to maintain proficiency.

Policy 4.3A.2 Maintain a recruitment and selection process that ensures a highly competent work force meeting City affirmative actions goals.

Action Statements

4.3A.2a. Select candidates based on merit and fitness.

4.3A.2b. Actively recruit women and minorities for vacancies in the Department.

Goal 4.3B Facilitate quality decision making, through planning and research.

Policy 4.3B.1 Maintain knowledge of technological advances, current trends and issues that impact Public Safety services.

Action Statements

4.3B.1a. Review Public Safety related literature to maintain an awareness of innovations in Public Safety service delivery.

4.3B.1b. Monitor citizen perception of the quality of Public Safety service delivered.

4.3B.1c. Maintain active representation in professional organizations to facilitate information exchange.

Policy 4.3B.2 Provide alternative options to enhance the effectiveness of Public Safety operations.

Action Statements

4.3B.2a. Compile and analyze statistical data to ascertain the effectiveness of Public Safety operations

4.3B.2b. Research the impact of proposed service level changes.

COUNCIL POLICY MANUAL

- 4.3B.2c. Periodically review the current public safety concept to assure that it is a viable alternative to the provision of services.

Goal 4.3C. Enhance and facilitate department operations by providing document management data processing and all other information management functions.

Policy 4.3C.1 Provide accurate and efficient document management.

Action Statements

- 4.3C.1a. Store documents in the most appropriate medium to ensure accessibility depending upon the demand for the information.
- 4.3C.1b. Ensure all records are made available for the public upon request and in compliance with all laws and ordinances relating to their release.
- 4.3C.1c. Destroy official records in a timely manner consistent with all laws and ordinances regulating such destruction.

Policy 4.3C.2 Provide program support and statistics.

Action Statements

- 4.3C.2a. Provide statistics and report generation in a timely and efficient manner in response to requests.
- 4.3C.2b. Create “user friendly” system to enable staff to generate customized reports on an as-needed basis.
- 4.3C.2c. Provide staff training to enable end users to access on-line information.

Goal 4.3D. Provide Emergency Communications Services.

Policy 4.3D.1 Provide emergency communications services 24 hours a day 100% of the time

Action statements

- 4.3D.1a. Assure the answering of emergency telephone calls to the Department 24 hours a day.
- 4.3D.1b. Assess the need for emergency translation services for non-English speaking requestors of emergency Public Safety services.
- 4.3D.1c. Assure effective deployment of sworn personnel through radio communications.
- 4.3D.1d. Implement appropriate Department standards to assist in more efficient, timely emergency response.
- 4.3D.1e. Provide staff training to optimize emergency response actions.

COUNCIL POLICY MANUAL

Goal 4.3E **Assure that the property safety and physical needs of the Department are met.**

Policy 4.3E.1 Assure that City facilities used by the Department are safe, well maintained and contribute to the efficient delivery of services.

Action Statements

4.3E.1a. Monitor trends and changes within the community and the Department.

4.3E.1b. Monitor the physical condition of Public Safety facilities and coordinate corrections as needed.

4.3E.1c. Provide a work environment with adequate equipment and supplies to support department activities.

Policy 4.3E.2 Provide personal safety equipment consistent with legal requirements and City policy.

Action Statements

4.3E.2a. Maintain equipment that will enhance the productivity and safety of employees.

4.3E.2b. Identify and evaluate personal safety equipment needs.

Policy 4.3E.3 Catalog, store and monitor evidence and property to support Public Safety operations.

Action Statements

4.3E.3a. Maintain a system of property management to assure compliance with state law and local policy.

4.3E.3c. Assure that all evidence and property is safely and securely stored.

(Adopted by Resolution 129-88; RTC 88-125 (4/5/88))

Lead Department: Department of Public Safety

